



# QUALITY ASSURANCE PLAN AND EVALUATION METHODS FOR THE CEFY PROJECT

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Technical proposal 06 May 2013

v.3

## 1. OBJECTIVE OF THE PLAN

The principal aim of this work package is to ensure the quality of the entire project process and outputs, their relevance to the needs and interests of the target groups, as defined in the project aims and desired impact. The milestones of the work package are: the Quality management plan, introduction of evaluation tools, Internal Evaluation and External Evaluation report. This would be performed through the retrospective evaluation of the first execution period and the simultaneous evaluation to the execution of the second contractual period between the 1<sup>st</sup> October 2013 and the end of it, on 30<sup>th</sup> September 2014.

This objective is based on the terms of reference established in the subcontracting technical bidding conditions of the project.

It is necessary to get the following objectives:

1. To analyse the execution degree and coordination of the Works and the foreseen tasks of the Project that are collected in the Memory of it, as well as the rest of the complementary documentation (minutes and reports). This analysis will be retrospective regarding the first period and simultaneous to the realization of the second period.
2. To verify and measure the realization of the tasks, in terms of coherence, relevance, efficiency and effectiveness.
3. To detect the possible dysfunctions and discrepancies, regarding the Project design and the relative actions, as a way to correct them and watch over for their correct development.
4. To offer significant information and the necessary data to determinate to what extent, the CEFY Project contributes to the main aim of the project, i.e. the development and validation of the game.
5. To offer, definitely, a precise knowledge, punctual and objective, about how is the Project progressing, with the aim to improve (as the case may be) those aspects that could be improved in the realization of the Project, without revision – in principle- about the objectives, the works and the foreseen terms for it.

The three fundamental axes of the evaluation, regarding the technical bidding of the contract, will be the following:

- The partial and total results of the realized Works.
- The opinions of the staff involved in the Project realization.
- The available resources; staff, technical and economic for this realization.

The evaluation focuses, particularly, on determining in which way the Works and Project tasks have been effective, the Management of its resources has been efficient, its objectives and activities have been pertinent, along the execution period and whether the Project has been coherent with the foreseen aims, which involve the validation of the project national and international impact.

## **2. METHODOLOGY**

### **2.1. Fundamentals of the evaluation model proposed.**

The evaluation determines the effects and impact of the project outcomes. It is based on the analysis of the realized progresses to get the objectives. The general objectives of an evaluation are the improvement of the in course activities management as well as the orientation of the planning of the new ones.

The evaluation will be internal and external. The internal evaluation allows a continuous monitoring of the quality process through the collection and analysis of the essential data of the Project through partners' feedback. The external evaluation gives objective criticism to the project and its outcomes.

The appreciation of the Project impact during its development, as it happens in CEFY, is based principally in the qualitative analysis and the evaluation of the outcomes got through the monitoring process. Based on this evaluation, we can determinate the quality of the realized works and propose some alternatives, when needed. We can also analyse faced difficulties in the realization of it, and emphasize those factors that have increased the Quality of the outcomes and that can be object of generalization.

The internal and external evaluation, then, should be systematic and periodic, and it should be realised in all the phases of the Project Management cycle. It is necessary, that all the aspects of the classic evaluation, such as: the efficiency, the efficacy, pertinent and coherent of the realized Works, are analysed properly.

### **2.2. Considered aspects.**

- **Effectiveness.** It controls in which way the Project has get its objectives and have got the foreseen outcomes. The analysis should verify:
  - a) If the Project has got or will got the foreseen outcomes, and otherwise, if the objectives should be modified or the partial or final terms of the project should be extended.
  - b) If the quality objectives and indicators describe properly the products that are expected to get at the end of the Project.
  - c) If the final products are going to produce the foreseen outcomes between the target groups of the Project.

- **Efficiency.** It controls the outcomes got regarding to the incurred expenses and the used resources for the Project, during a determinate period. The analysis should verify:
  - a) If the expenses realised are adjusted to the fixed provisions in the Project or otherwise if the adjustments have allowed improving the project efficiency.
  - b) If in the realization of the works there are diverse options considered, and the most economic has been selected, without reducing the Quality.
  - c) If the realized Works by the Partners have been complementary and/or if there are strategies considered that have allowed getting better results with the available resources.
  
- **Pertinence.** It controls in which way, the Project outcomes are useful to solve the defined problems and they satisfy the necessities of the beneficiaries. The analysis should verify:
  - a) If the Project has a validity at the end of the execution or if any aspect should be reformulated, due to the changes in the external context or in the own realization.
  - b) If the results and the obtained products satisfy the expectations of the target group.
  - c) If the results and obtained products contribute a substantial improvement in terms of efficacy to the rest of the current products.
  
- **Coherence.** It controls the factors that influence in the Project execution in order to determinate if it, through the different operative stages, has kept the direction to the achieve of fixed objectives. The analysis should verify:
  - a) If the Partners assigned to each work and/or task of the Project have realized entirely those Works or have needed the collaboration of other Partners.
  - b) If the Works and tasks realized through the Project life are adjusted to the Works and tasks designed at the beginning, for each partner and Work Package.
  - c) If the terms for the realization of the Works have been appropriate and have been respected during Project life and its work packages.

### 2.3. Objectives of evaluation

The considered aspects in the evaluation, as well as the possible indicators to measure them, are described below:

<b>QUALITY OF CONSORTIUM</b>	
<b>Strong commitment to the project by each partner</b>	extent to which each partner is prepared to commit time and resources as required in line with the jointly agreed work plan
	willingness to resolve problems
<b>Agreement among the partners</b>	mutual understanding about project rationale, overall aims and short-term/long-term objectives
	clear evidence in the workplan of sharing of roles and responsibilities amongst partners
<b>Effective and on-going communication among the partners and with other stakeholders</b>	effectiveness of communication with account being taken of any language difficulties
	clarity of communication, particularly by the project coordinator
	fullness and effectiveness of contacts and communications amongst partners and with other stakeholders
<b>Trust between partners</b>	development of mutual trust throughout the life of the project
	development amongst partners of a sense of ownership of the project

<b>PROJECT MANAGEMENT</b>	
<b>Quality of project management arrangements</b>	commitment and equitable involvement of all partners
	detailed arrangements for implementation of work plans and administration of budgets
	clarity of project coordination
<b>Effective management and</b>	professional competence and commitment

<b>leadership qualities demonstrated by project coordinator</b>	displayed by project coordinator
	leadership qualities
	quality of relationship with partners and development of teamwork
<b>Effectiveness of the process of monitoring and evaluation</b>	quality of the proposals for on-going monitoring and evaluation of the project and of its impact at local/regional/national/European level
<b>Quality of the dissemination process</b>	quality of the arrangements for disseminating project information/results
<b>Implementation of the work plan</b>	adherence to the work plan by all partners
	deviation from the work plan based on well-considered reasons and mutual agreement
<b>Integration of project activities into the department's/ institution's development plan</b>	evidence of the project's integration into the development plan and normal activities of the participating institutions
<b>Provision of project resources and financial controlling</b>	sufficiency, range and suitability of project resources
	sharing of resources/expertise amongst transnational partners
	maintaining the budget resources in balance with on-going activities and outputs
<b>Effective use of resources</b>	extent to which technology and other resources are used effectively and innovatively
	clear link between project work plan and cost-effective use of resources

## ACTIVITIES

<b>Structure of the project</b>	clear rationale and clarity of objectives
	realistic timescales
	pertinence of topics and activities

	clarity and consistency of the general design of the project
<b>Quality of the project</b>	quality of the project in terms of its short, medium and long term impact at  local/regional/national/ European level
<b>Quality of project materials/products</b>	quality of materials/guides/reports/products made throughout the life-cycle
<b>Quality of the promotion of the Lifelong Learning Programs</b>	appropriate emphasis placed on the European dimension in education  effective promotion of knowledge and understanding about Europe and LLP
<b>Innovation and variety of approach</b>	evidence of a varied range of approaches by all partners within the project  use, where appropriate, of innovative methodology and effective use of new technologies  extent of the opportunity for partners to input their own expertise and learn from each other

## 2.4. Proposed methods.

The evaluation methods, generally, determine the outcomes. So, it is necessary to choose the method or Group of methods to be used in internal as well as external evaluation of the Project.

The most efficient method for internal evaluation are questionnaires filled in by partners. Simple scale-based questions can provide us with enough valuable and needed information.

For the external analysis of the achieved data we will use a **“four-eyed evaluation”** that consists of two groups of evaluators that document and analyses the results and products of an evaluation to issue a judgement about those results and products. This evaluation would be based on the same criteria and the same information resources (reports, deliverables, questionnaires, interviews, project roadmap, financial template, task planner, internal reports and other documents e.g. minutes).

Between the advantages linked normally with the revision process by pairs, the literature remarks that only through this procedure is possible to get valid and

direct judgements about the quality of the products and processes, in contrast to the indicators that only would show partially and approximately the qualitative aspects of them.

## **2.5. Forecast actions.**

### **Internal evaluation**

#### **Objective 1 – To keep control of the coordination and working of the consortium**

- Questionnaires filled in after each progress meeting (meeting oriented)
- Questionnaires filled after each progress meeting (progress oriented)

#### **Objective 2 – To measure the adequacy of the results to the planned work plan (technical)**

- Questionnaires to monitor WPs progress filled by partners before every internal financial report

There are several options within this objective:

1. Monitor the progress of the activities using a specific questionnaire after every meeting.
2. Monitor the progress of the project using a specific questionnaire every semester
3. The external evaluator will decide independently if and when using separate tools to evaluate and monitor the progress of the project, the partnership performance and products.

#### **Objective 3 – To control the quality of the deliverables based on a set of indicators defining them in the proposal**

- Questionnaires to evaluate progress and quality of major outcomes filled by partners before every internal financial report
- One questionnaire will be created for objectives 2 and 3

### **External evaluation**

For purposes of external evaluation two experts would be selected (one by coordinator and one by WP leader) and each of them would elaborate intermediate and final evaluation report based on common criteria.

**Objective 2 – To measure the adequacy of the results to the planned workplan (technical and financial)**

- The evaluator will compare project roadmap with real task performance
- The initial budget with real costs (based on internal reports)

**Objective 3 – To control the quality of the deliverables based on a set of indicators defining them in the proposal**

- Number of direct and indirect beneficiaries accessing the products of the project
- Results of the evaluation of the dissemination and testing events
- Testimonials collected both through direct events and webpage

### **3. PLANNING.**

The Works and dates regarding the internal evaluation are the following:

Meeting questionnaires	After every meeting
Project progress questionnaires	After every meeting
WPs progress questionnaires	Before every internal reporting
Outcomes quality questionnaires	Before every internal reporting

The planned Works and dates regarding the external evaluation are the following:

Exam of the documentation created in the Project.	15/09/2013
Outcomes report ( document resources)	15/10/2013
Four-eyed evaluation (1st year)	15/09/2013
Progress report (1st year)	30/10/2013
Consult to the Project participants	13/5/2014
Outcomes report (participants' questionnaire)	30/5/2014
Consult to external experts.	14/06/2014
Outcomes report (Experts questionnaire)	30/08/2014
Four-eyed evaluation (2nd year)	15/10/2014
Final report	30/10/2014